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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am writing today to ask that the FCC support broadband services through a variety of providers, in order to create healthy competition rather than monoliths or monopolies. This matters to me in terms of ethics and economic, and also in the detail of my own life as a consumer and small business owner. I have personally been very happy to have choices in my area, yet the physical lines, and quality of signal, have ultimately been limited by what the near-monopoly (AT&T) could offer. I've had hours, days, months of frustration and wasted time when I couldn't get basic internet functions to operate properly because AT&T couldn't get a signal to my home/business. I finally gave up and became a customer of Comcast, which was not my preference for a number of reasons. I have had similar issues with Comcast/Infinity as with AT&T. Promises of high speeds have been unmet, but forget about getting actual customer "service." When everyone is basically funneled to the two major companies, there is little motivation for companies to improve their product or service.

I have been waiting years to get fiber in my neighborhood, via a competitive smaller provider that has significantly better customer service and tech. support. I jumped for joy when I heard, recently, that fiber will be available on my block this coming month.

I hope you will consider the bigger picture of this communication issue. Please support the branching out that is happening and continue to provide motivation for companies to offer a quality product with great service.

Thanks!

Lisa A Kully